

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: San Benito County Health & Human Services Agency Date Completed: September 7, 2007

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This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

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CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	<ul style="list-style-type: none"> A weekly updated file of children placed Out of Home will be kept in a binder. The file will also include children living in the home of parents for whom the court has Jurisdiction. The file will “flag” children who are medically fragile and/or with special needs. A list of all Social Workers, Supervisors and Agency Management will be kept by Staff at all times. Probation Supervisors will control this information as well.

	<ul style="list-style-type: none"> • Social Workers/Probation Officers in the office are to be assigned the task by a manager/supervisor of following up on clients as follows: • Social Workers/Probation Officers will attempt direct contact via phone if telephones are operational with each client to assess safety, household situation and the need for emergency assistance referral. • If a Social Worker/Probation Officer is unable to contact client by phone, the Social Worker/Probation Officer living near the client's home will make attempt to make an "in person" with client. • Social Workers/Probation Officer who live in or near Merced/Stanislaus County will be assigned the task of following up on clients who live in that area. • Social Workers/Probation Officers who live in Monterey/Santa Cruz Counties will be assigned the task of following up on clients who live in that area. • If a Social Worker/Probation officer is unable to make direct contact with the client, or the client's relatives, or the placement foster parents, the Social Worker/Probation Officer will then contact the police or fire department to request a welfare check on the client. Social Worker/Probation Officer must provide appropriate client information (name, address, phone, etc.) and report this action back to the office as soon as possible.
Essential Function:	2. Communication process with child care providers
Process Description:	<ul style="list-style-type: none"> • Social Worker/Probation Officer closest to the client's placement and/or home will be assigned the task of contacting the foster care providers to assess safety, household situation and emergency assistance referral.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<ul style="list-style-type: none"> • The Agency will follow the County Emergency Operations Plan, which is published on the county website. A hardcopy is also available on site.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<ul style="list-style-type: none"> • The Agency will follow the County Emergency Operations Plan.
Essential Function:	5. Identification of shelters

Process Description:	<ul style="list-style-type: none"> Evacuation shelters are developed by our logistics division of the County Emergency Operations Plan at the time of the emergency. We will follow directives from County Emergency Operations Services (OES). The County OES does have a listing of possible shelter sites. Child Welfare & Probation Supervisor will assess the shelter ability to meet the needs of the client.
Essential Function:	6. Parental notification procedures
Process Description:	<ul style="list-style-type: none"> Social Worker/Probation Officers will be assigned the task of notifying the parent of the child they will be contacting/assessing Notification will be done by telephone contact; If telephone is inoperable, an attempted in person contact will be made by Social Worker/Probation Officer. Social Worker/Probation Officers will work with local Communications Center (911) and police department to notify parents of their child(ren) status.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p><u>Emergency/Immediate Response</u></p> <ul style="list-style-type: none"> Social Services-CPS Division will continue to maintain a screener to receive and assess reports of child abuse and determine action A Social Worker will be available to respond and investigate 10-day and/or Immediate Response Referrals to investigate allegations On-Call Social Worker will be available for after hours and weekend response for reports of child abuse. On-Call Social Worker will work with local Communications Dispatch to ensure Social Worker availability 24/7. Probation Department Staff will be stationed at the County Juvenile Hall and available 24/7. <p><u>Family Maintenance Services</u></p> <ul style="list-style-type: none"> Social Worker/Probation Officers will contact parent and child to assess safety and need of emergency referral to services Family Maintenance Cases for which County has Jurisdiction will be contacted by

	<p>Probation/ Social Worker to assess safety and need of emergency referrals</p> <p><u>Family Reunification Services</u></p> <ul style="list-style-type: none"> • Social Worker/Probation Officers will contact parent and child to assess safety and need of emergency referral to services. • Social Worker/Probation Officers will contact parent and child to develop a plan that will promote the reunification process between child and parent. • Social Worker/Probation Officers will accommodate parent and child, depending on nature of disaster, to facilitate visitation and case plan objectives. <p><u>Permanency Planning Services</u></p> <ul style="list-style-type: none"> • Social Worker /Probation Officers will contact parent and child to assess safety and need of emergency referral to services • Social Worker /Probation Officers will contact client and caregiver and gather information to assess the functioning of the placement home as it pertains to meeting the child's basic and special care needs.
Essential Function:	8. Staff assignment process
Process Description:	<ul style="list-style-type: none"> • Social Workers/Probation Officers will ensure their families are safe and then report to work • Social Workers/Probation Officers will be working in shifts • Social Worker /Probation Officers who cannot come to work will call Supervisor and determination will be made if Social Worker/Probation Officer can work in the area he/she lives in, for example, Social Workers/Probation Officers who live in or near Merced/Stanslaus County will be assigned the task of following up on clients who are placed in that area • Social Workers/Probation Officers who live in Monterey/Santa Cruz Counties will be assigned the task of following up on clients who live in that area • Social Worker/Probation Officers who live in San Benito County will be assigned the task of following up on clients who live in that area
Essential Function:	9. Workload planning
Process Description:	<ul style="list-style-type: none"> • Child Welfare Social Worker and Probation Supervisor will be responsible to assign Social Workers/Probation Officers the task of contacting all clients to assess safety and need of emergency referral

	<ul style="list-style-type: none"> Child Welfare Social Worker/ Probation Officers Supervisor will be responsible to distribute workload accordingly to assure all program functions are continued as much as the disaster allows.
Essential Function:	10. Alternative locations for operations
Process Description:	<ul style="list-style-type: none"> Will follow County Emergency Operations Plan for alternative sites that include the local Senior Center.
Essential Function:	11. Orientation and ongoing training
Process Description:	<ul style="list-style-type: none"> Introduce Staff to the Emergency Operations Plan and train essential functions managers on assigned roles and responsibilities Managers will identify Staff who can be cross trained to carry out necessary activities and tasks required to carry out essential functions of Child Welfare Services
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. New child welfare investigation process
Process Description:	<ul style="list-style-type: none"> A Social Worker will be assigned the task of being available to receive and assess reports of child abuse CPS Supervisor will be responsible to assign referral and assure a timely investigation is completed as per Division 31 Regulations Social Worker will investigate assigned referral, locate child and assess safety, health and well-being while investigating allegations Social Worker will report to Supervisor upon completion of investigation An On-Call Social Worker will be available if during office non-operating hours and work with local Communications Dispatch to assure timely response CPS Supervisor will keep log of referrals and ensure documentation is kept on each referral should CWS/CMS not be operational

Essential Function:	2. Implementation process for providing new services
Process Description:	<ul style="list-style-type: none"> • CPS and Family Resource Center (FRC) Supervisors and Managers will work together to assure services for clients • A Social Worker will be responsible to assure referrals are made to available services, granted they are operational • Should services not be operational, efforts will be made to accommodate services through the Family Resource Center • CPS supervisor will work with contracted Physiologist to assure access to counseling and crisis intervention services
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<ul style="list-style-type: none"> • Upon Emergency Operations activation by the Agency Director, the phone tree will be also immediately activated. A message will be left for the person that is not available, and the next person on the list will be called.
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<ul style="list-style-type: none"> • Instructions will be listed on phone tree listing for call down of phone tree
Essential Function:	3. Communication structure – contracted services
Process Description:	<ul style="list-style-type: none"> • A phone tree list will have all of our contracted service providers, i.e. physiologist, counselors, local child care center • Social Worker/Probation Officers will contact contracted services providers to assess availability and develop plan for clients to access service
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<ul style="list-style-type: none"> • Will work with our 911 and Emergency Services Branch • Will utilize KMPG 1520-AM Radio Station for updates and sharing of information

Essential Function:	5. Communication frequency
Process Description:	<ul style="list-style-type: none"> Communication frequency will be determined by County Emergency Operations Center and 911.
Essential Function:	6. Communication with media
Process Description:	<ul style="list-style-type: none"> Will follow the County's Office of Emergency Service Procedures
Essential Function:	7. Communication with volunteers
Process Description:	<ul style="list-style-type: none"> Will follow the County's Operations Emergency Services procedures for volunteers
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	<ul style="list-style-type: none"> Program Manager will coordinate with appropriate Agencies to establish a toll-free number prior to disaster San Benito County currently has two operational TDD/TTY systems. The numbers are: (831) 637-7983 and (831) 637-3265. These phones are located in different areas of our agency.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<ul style="list-style-type: none"> Records will be preserved and maintained at the San Benito County Health and Human Services Agency –Social Services Department New records will be preserved by Social Work Supervisor in hard copy format in the event that CMS/CWS is not operational The San Benito County Juvenile Hall will maintain juvenile records for all minors.
Essential Function:	2. Use of off-site back-up system

Process Description:	<ul style="list-style-type: none"> Hardcopy records are kept in file cabinets in addition to those created on CMS/CWS
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	<ul style="list-style-type: none"> A list of all ICPC's in process will be kept by the CPS/Probation supervisor A Social Worker/Probation Officers will be assigned the task of assuring all ICPC packets are completed and process
Essential Function:	2. Mental health providers
Process Description:	<ul style="list-style-type: none"> CWS Program Manager will coordinate services with County Behavioral Health Department to ensure services are in place for the clients Mental Health providers contracted with Agency will be utilized for mental health services for the clients
Essential Function:	3. Courts
Process Description:	<ul style="list-style-type: none"> Court hearings will be coordinated between County Counsel and Juvenile Court to assure continuation of hearings as required by Division 31 Regulations and Welfare and Institutions Codes
Essential Function:	4. Federal partners
Process Description:	<ul style="list-style-type: none"> San Benito County will collaborate with the appropriate Federal Partners for the continuation of services, sharing of information and disaster planning to ensure minimal interruption of services for all individuals
Essential Function:	5. CDSS

Process Description:	<ul style="list-style-type: none">• CWS Deputy Director will maintain regular contact with San Benito County Children Services Liaison for purposes of collaboration and sharing of information related to policy and/or regulation changes related to the provision of Child Welfare Services
Essential Function:	6. Tribes
Process Description:	<ul style="list-style-type: none">• CWS Supervisor will continue to review and assure ICWA regulations are followed for children in foster care• A Legal Clerk will be assigned the task of inquiring and coordinating services with Bureau of Indian Affairs for new clients to determine if Tribal affiliation exists
Essential Function:	7. Volunteers
Process Description:	<ul style="list-style-type: none">• Will follow the County's Operations Emergency Services procedures for volunteers